

# Sewa Kendras in the state of Punjab

Punjab State  
e-Governance  
Society,

Department of  
Governance  
Reforms, Punjab



# Previous landscape of Citizen Centric Service Delivery

Punjab Government extends its services to citizens and businesses through following Service Delivery Channels



# Need for Unified Service Delivery Centers

- The average **coverage** is 45000 population per center
- **Delay** in delivery of services, Long waiting time
- **Lack of Monitoring** mechanism
- **Duplication** of physical infrastructure, manpower wastage, overloading as well as under-utilization of resources

# Need for Unified Service Delivery Centers

- Multiple front end delivery channels like SUWIDHA, FARD Kendras, Saanjh Kendras, Transport etc., **leads to confusion among citizens** as to which service can be availed from where!
- **Monetary loss to the citizens** in the form of wastage of time, loss of wages & productivity, transport cost etc

# Citizen Service Delivery Approach

Front End



Delivery Centre



Portal

Call  
Centre/SMS



Department  
Backend

Power

Food Supply

Transport

SC/BC  
Welfare

Social  
Security

Personnel

Health

Home

Local  
Government

Revenue

Housing & Urban  
Development

Education

# Objectives



Do away with current approach of departments working in silos and having their separate service delivery channels

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Optimization of manpower and resources engaged in service delivery mechanism

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Provide efficient and cost effective methods of service delivery to departments

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Enable the government departments to focus on their core functions and responsibilities

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Bring uniformity across State in service delivery mechanism

# Desired outcomes

- One stop shop to avail the entire gamut of citizen centric services of all the departments under one roof
- Strategically located Sewa Kendras
- Electronic Queue Management System (EQMS) to minimize the waiting time for citizens
- Reduction in lead time involved in availing the services
- Drive down service delivery and communication costs
- Robust online management information system (MIS) reporting

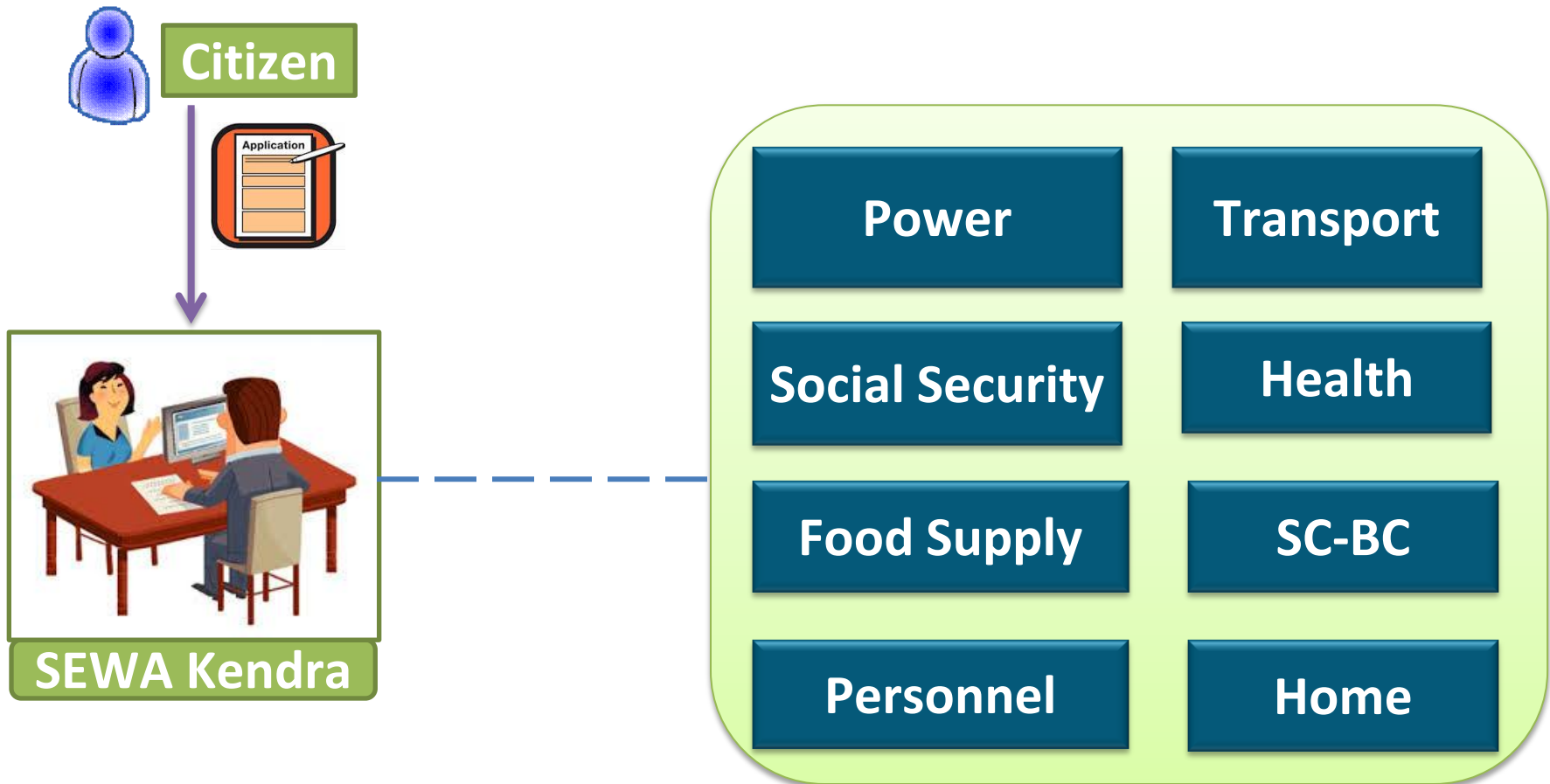
# About Sewa Kendra

|                    |      |
|--------------------|------|
| Total Sewa Kendras | 2147 |
| In Urban areas     | 388  |
| In Rural areas     | 1759 |

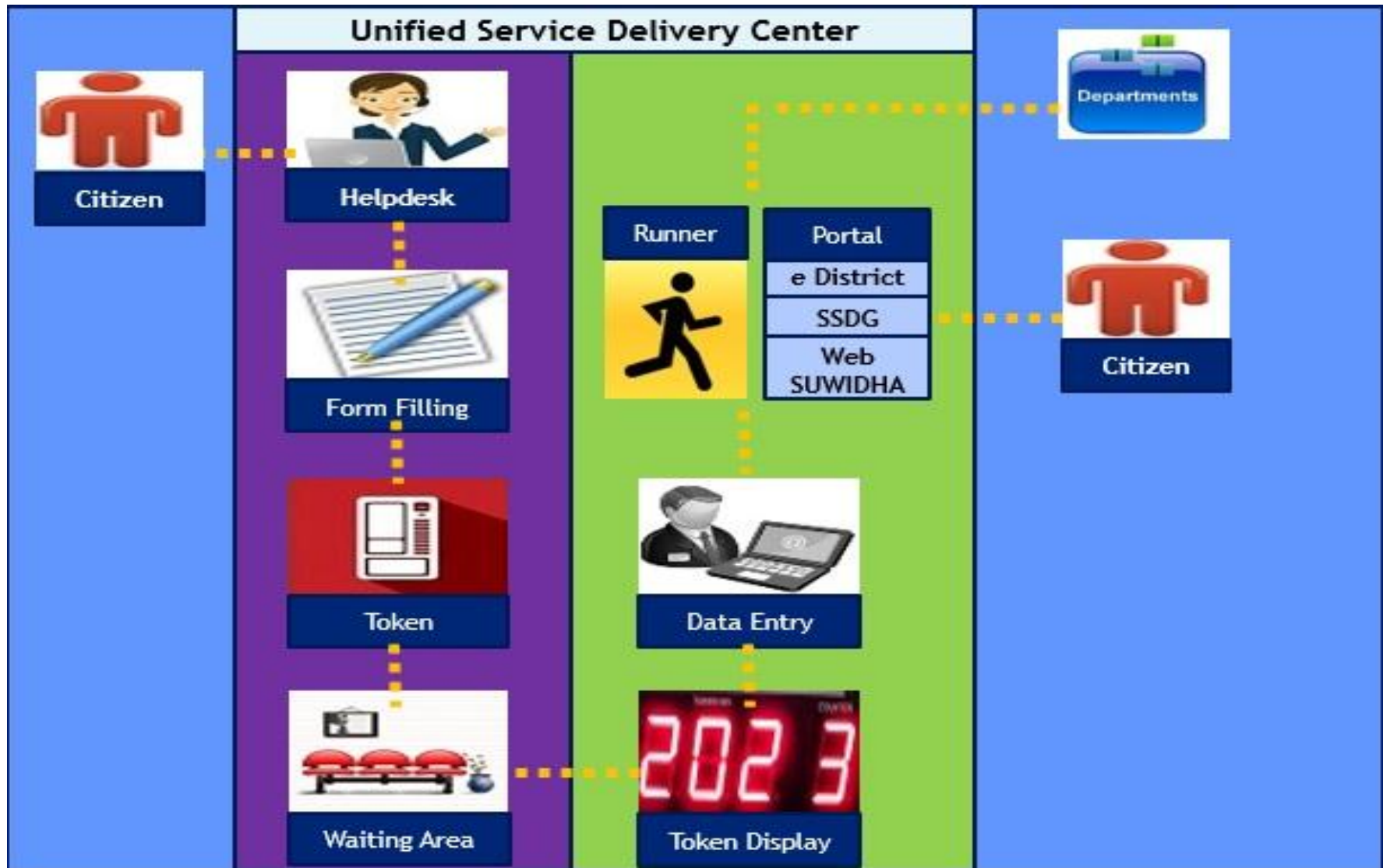
- Type 1 : 6 counters per centre + 1 additional counter
- Type 2 : 3 counters per centre + 1 additional counter
- Type 3 : 1 counters per centre + 1 additional counter
- Delivery of all services covered under RTS in time bound manner
- Good ambience and Amenities for citizens
- Covering cluster of 8000-10000 (tentatively) in rural areas
- Covering 1.5 to 2 Square Kilometres (tentatively) in urban areas
- Integrated with individual department systems



# Scenario for Service Delivery through SEWA Kendras (with Manual Back end )



# Service Delivery Model at Sewa Kendras



# Front View



# Inside View



# Inside View







SEWA KENDRA  
ਸੇਵਾ ਕੇਂਦਰ



ਸੇਵਾ ਕੇਂਦਰ

ਸੇਵਾ ਕੇਂਦਰ







# Facilities at SEWA Kendras

| <b>Item</b>                                                     | <b>Sewa<br/>Kendras<br/>Type I</b> | <b>Sewa<br/>Kendras<br/>Type II</b> | <b>Sewa<br/>Kendras<br/>Type III</b> |
|-----------------------------------------------------------------|------------------------------------|-------------------------------------|--------------------------------------|
| <b>Approximate Area (Sq. Ft)</b>                                | 1000                               | 800                                 | 400                                  |
| <b>3 Seater Waiting Bench</b>                                   | 3                                  | 2                                   | 1                                    |
| <b>Staff Chairs (for staff and security guards)</b>             | 10                                 | 8                                   | 2                                    |
| <b>Electrical appliances (e.g. Fan, Tube light, Bulb, etc.)</b> | As<br>Required                     | As<br>Required                      | As<br>Required                       |

# Facilities at SEWA Kendras

| Item                                | Sewa Kendras Type I | Sewa Kendras Type II | Sewa Kendras Type III |
|-------------------------------------|---------------------|----------------------|-----------------------|
| Form filling table                  | As Required         | As Required          | As Required           |
| Air Conditioner – 1.5 tons capacity | 2                   | 2                    | 1                     |
| Almirah/Storage cabinets etc.       | As Required         | As Required          | As Required           |

# Facilities at SEWA Kendras

| Item                                          | Sewa Kendras Type I | Sewa Kendras Type II | Sewa Kendras Type III |
|-----------------------------------------------|---------------------|----------------------|-----------------------|
| <b>Almirah/Storage cabinets etc.</b>          | As Required         | As Required          | As Required           |
| <b>Helpdesk Counter</b>                       | 1                   | 1                    | 0                     |
| <b>Suggestion/ Feedback Box/Display Board</b> | 1                   | 1                    | 1                     |

# Facilities at SEWA Kendras

| Item                                                | Sewa Kendras Type I | Sewa Kendras Type II | Sewa Kendras Type III |
|-----------------------------------------------------|---------------------|----------------------|-----------------------|
| Electrical Cabling & Laying of Network Conduit pipe | As Required         | As Required          | As Required           |
| Connectivity to SDC                                 |                     |                      |                       |
| Power Connection                                    | 1                   | 1                    | 1                     |
| DG Set (15/10/7.5 KVA for Type I/II/III)            | 1                   | 1                    | 1                     |

# Geographic Areas of Zones

## Zone No. 1

- Amritsar
- Gurdaspur
- TarnTaran
- Pathankot
- Hoshiarpur
- Jalandhar
- Kapurthala
- SBS Nagar

## Zone No. 3

- Faridkot
- Fazilka
- Ferozepur
- Moga
- Shri Muktsar Sahib
- Bathinda
- Mansa

## Zone No. 2

- Sangrur
- Barnala
- Patiala
- Fatehgarh Sahib
- Ludhiana
- Rupnagar
- SAS Nagar



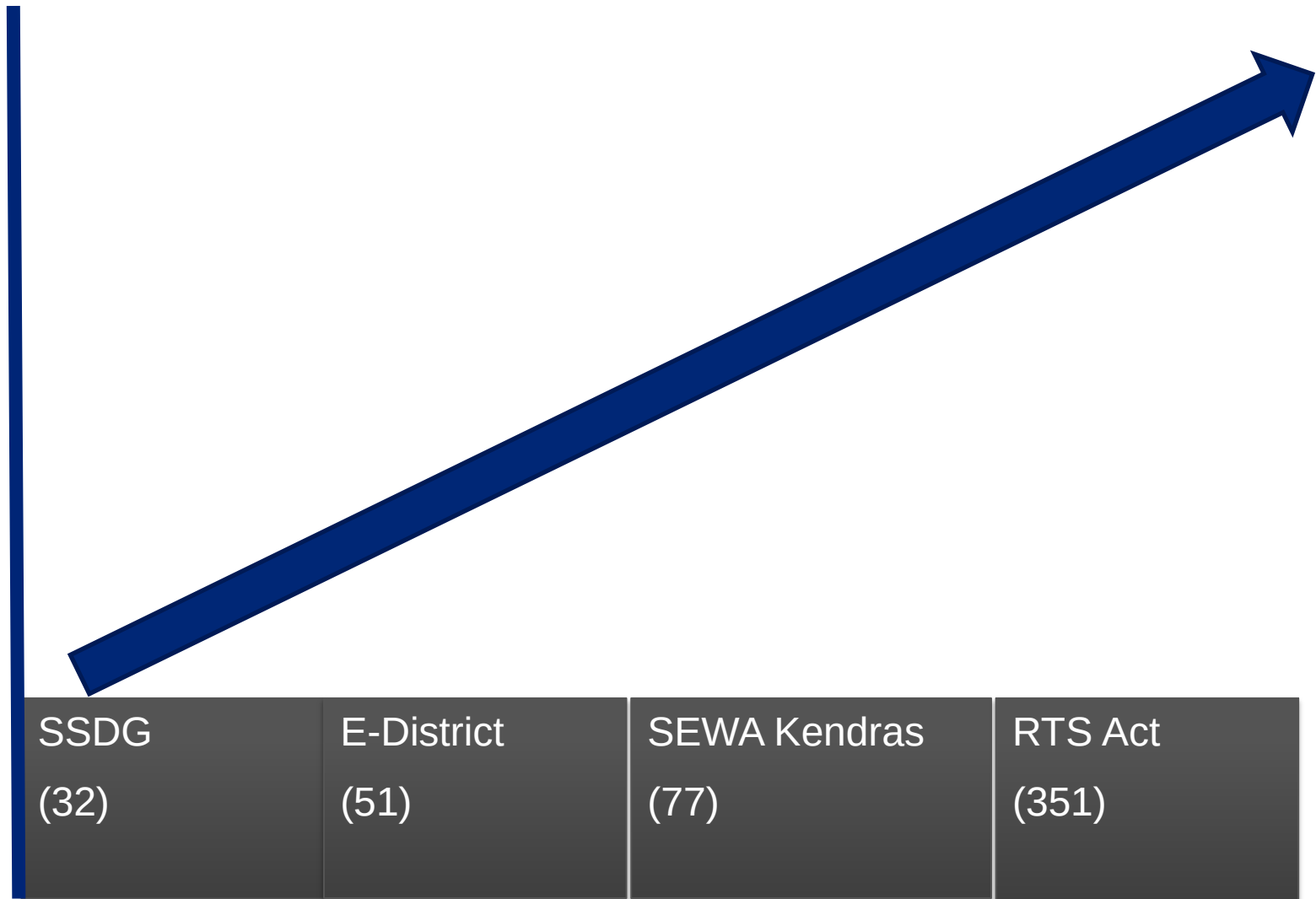
# SEWA Kendras

| Zone         | District        | Type 1 | Type 2 | Type 3 |
|--------------|-----------------|--------|--------|--------|
| Zone 1       | Amritsar        | 1      | 39     | 113    |
|              | Gurdaspur       | 1      | 0      | 142    |
|              | Hoshiarpur      | 1      | 17     | 125    |
|              | Jalandhar       | 1      | 33     | 108    |
|              | Kapurthala      | 1      | 15     | 54     |
|              | Pathankot       | 1      | 3      | 39     |
|              | SBS Nagar       | 1      | 5      | 49     |
|              | Tarn Taran      | 1      | 3      | 94     |
| Zone 1 Total |                 | 8      | 115    | 724    |
| Zone 2       | Barnala         | 1      | 10     | 40     |
|              | Fatehgarh Sahib | 1      | 10     | 38     |
|              | Ludhiana        | 1      | 46     | 144    |
|              | Patiala         | 1      | 31     | 113    |
|              | Rupnagar        | 1      | 15     | 56     |
|              | SAS Nagar       | 1      | 34     | 45     |
|              | Sangrur         | 1      | 25     | 114    |
| Zone 2 Total |                 | 7      | 171    | 550    |
| Zone 3       | Bathinda        | 1      | 34     | 89     |
|              | Faridkot        | 1      | 2      | 43     |
|              | Fazilka         | 1      | 6      | 77     |
|              | Ferozepur       | 1      | 11     | 72     |
|              | Mansa           | 1      | 10     | 61     |
|              | Moga            | 1      | 11     | 70     |
|              | Muktsar         | 1      | 4      | 73     |
| Zone 3 Total |                 | 7      | 78     | 485    |
| Grand Total  |                 | 22     | 364    | 1759   |

# SEWA Kendras

- State has invested approximately Rs. 400 Crores in infrastructure.
- All Sewa Kendras fully furnished by State agencies like PWD etc.
- All Sewa Kendras are having same façade, facilities
- Strategically located for the citizens.
- Provided employment to more than 5000 persons.
- More than 5,00,000 Training hours spent on employees of M/s BLS International.
- Computing Infrastructure of 5000 computer nodes along with peripherals connected with leased lines/Broadbands.
- 100+ citizen services being delivered.
- Average 35000 citizen service transactions daily.

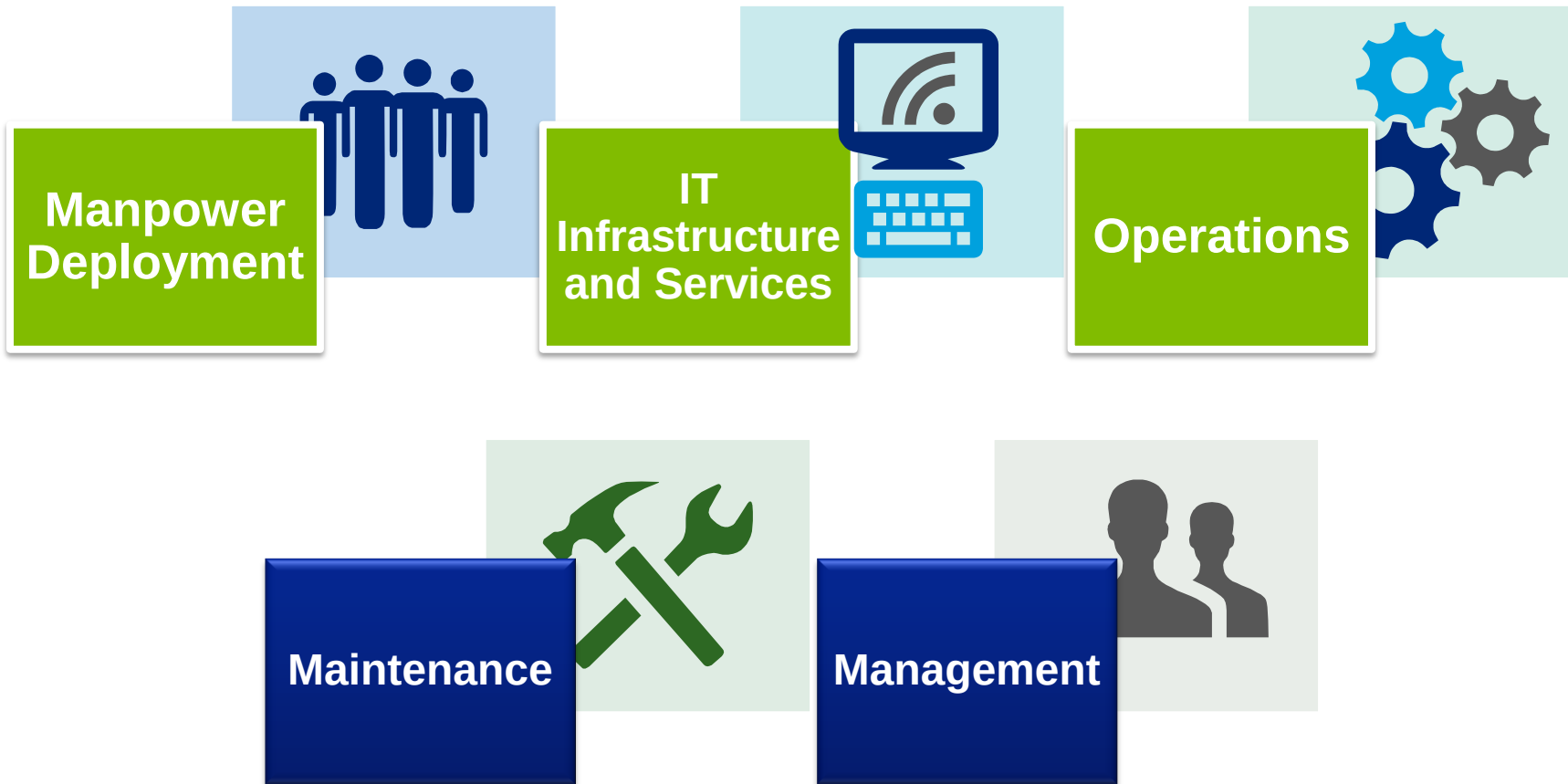
# A Journey ...



# Service Operators

| Zone No. | Name of SPV                   | Date of Agreement           | Contract Value     |
|----------|-------------------------------|-----------------------------|--------------------|
| 1        | M/S BLS E-Solutions Pvt. Ltd  | 11 <sup>th</sup> May 2016   | Rs. 512.45 Crores  |
| 2        | M/s BLS IT Services Pvt. Ltd. | 2 <sup>nd</sup> May 2016    | Rs. 542.73 Crores  |
| 3        | M/S BLS E-Services Pvt. Ltd.  | 18 <sup>th</sup> April 2016 | Rs. 346.67 Crores  |
|          | Total                         |                             | Rs. 1401.96 Crores |

# Scope of work for Service Operator



# Scope of Work

Supply, Installation and Configuration of hardware, software, networking and other peripherals at Sewa Kendras

Service Delivery at Sewa Kendras

Manpower Deployment & Training for each zone

Operation of existing SUWIDHA Center in each zone

Transaction management for each zone

Security & Insurance of Assets of Sewa Kendras for each zone

Consumables Management

# IT Infrastructure & Services

Supply, Installation and Configuration of hardware, software, networking and other peripherals at Sewa Kendras

Maintenance of hardware and software during contract period.

# IT Infrastructure & Services

| S. No. | Component                                   | Units required      |                      |                       |
|--------|---------------------------------------------|---------------------|----------------------|-----------------------|
|        |                                             | Sewa Kendras Type I | Sewa Kendras Type II | Sewa Kendras Type III |
|        |                                             | (Qty)               | (Qty)                | (Qty)                 |
| 1.     | Desktops                                    | 7                   | 4                    | 1                     |
| 2.     | Printers                                    | 7                   | 4                    | 1                     |
| 3.     | Scanners                                    | 6                   | 3                    | 1                     |
| 4.     | LAN Switch – 24 Ports PoE with one OFC port | 1                   | 1                    | 1                     |
| 5.     | 2 TB SATA HDD                               | 1                   | 1                    | 1                     |
| 6.     | Network Rack                                | 1                   | 1                    | 1                     |

# IT Infrastructure & Services

| S. No. | Component                          | Units required      |                      |                       |
|--------|------------------------------------|---------------------|----------------------|-----------------------|
|        |                                    | Sewa Kendras Type I | Sewa Kendras Type II | Sewa Kendras Type III |
|        |                                    | (Qty)               | (Qty)                | (Qty)                 |
| 7.     | UPS (10/5/3 KVA for Type I/II/III) | 1                   | 1                    | 1                     |
| 8.     | CCTV Fixed Camera                  | 2                   | 2                    | 2                     |
| 9.     | NVR                                | 1                   | 1                    | 1                     |
| 10.    | Token Management System            | 1                   | 1                    | 0                     |
| 11.    | Biometric Attendance System        | 1                   | 1                    | 1                     |
| 12.    | Digital Camera with Tripod Stand   | 6                   | 3                    | 1                     |
| 13.    | Digital Slate with Digital Pen     | 6                   | 3                    | 1                     |

# Manpower Deployment

| S. No. | Positions                          | Minimum Manpower Requirement |                      |                       |
|--------|------------------------------------|------------------------------|----------------------|-----------------------|
|        |                                    | Sewa Kendras Type I          | Sewa Kendras Type II | Sewa Kendras Type III |
| 1.     | Zone Project Coordinator           | 1 for each zone              |                      |                       |
| 2.     | District Program Manager           | 1 in each District           |                      |                       |
| 3.     | Asst. District Program Manager     | 1 in each District           |                      |                       |
| 4.     | Operators for Counter              | 6                            | 3                    | 1                     |
| 5.     | Center Coordinator cum Facilitator | 1                            | 1                    | 0                     |
| 6.     | Attendant cum Helper cum Runner    | 1 per Kendra                 | 1 per 5 Kendras      | 1 per 5 Kendras       |
| 7.     | Security Guard                     | 1                            | 1                    | -                     |

# Responsibilities of Service Operators

## SEWA Kendras

# Hardware Management

- Procurement & Installation of the ICT hardware, software and peripherals.
- Insurance for all the assets including hardware (IT and Non-IT), software, networks etc.
- Devising a computerized call back/IVRS feedback mechanism for obtaining feedback from citizens.
- Maintenance of DG sets & log book for recording comprehensive date wise details of consumption of diesel.

# Service Management

- Providing consumables and any other goods or articles required from time to time for delivering the service.
- Recruitment, training (including regular and periodic training) and controlling the manpower required to be deployed at Sewa Kendras.
- Coordination with Departments, connectivity service providers etc. to ensure service.

# Service Management

- Establishing security services at all the sites for protection of Assets.
- Devise service specific Standard Operating Procedures (SOPs).
- Ensure that there is no unauthorized form being sold.
- Ensure that are not working in collusion with manpower from Sewa Kendras.

# Operational Requirements

- Sewa Kendras shall be operational for 6 days a week.
- Providing Services to citizens through Sewa Kendras.
- Cleaning and housekeeping of Sewa Kendras.

# Operational Requirements

- Manage and maintain complete infrastructure at Sewa Kendras whether supplied by Service Operator or PSeGS including furniture & fixtures, electrical cabling/equipment, all type of stationaries, consumables etc.
- Depositing of statutory/government fee collected at Sewa Kendras in Treasury.
- Takeover of existing SUWIDHA Kendras including manpower and maintenance of infrastructure.

# Operational Requirements

- Electronic Queue Management System with provision of allocating token numbers to citizens on first-come-first-serve basis at Type I and Type II centers.
- Cash Management.
- Provision of Citizen Appointment System for convenience and transparency in service delivery.

# Operational Requirements

- Provision of application forms and licences/certificates/documents to citizens.
- Transfer/handover the ownership/possession and custody of all the assets (procured by Service Operators and/or being used in Sewa Kendras for providing the services to the citizens) to the PSeGS at the end of project/on termination of contract.

# Transactions Details

|                                                        |              |
|--------------------------------------------------------|--------------|
| <b>Average number of Applications received per day</b> | >35000       |
| <b>Total Number of applications received w.e.f</b>     | 38 lakhs +   |
| <b>Average Govt. fees collection per month</b>         | Rs. 3 Crores |

# Cost of Operations of Sewa Kendras

| Sl. No | Item                                                                       | Price (Excl Taxes) |
|--------|----------------------------------------------------------------------------|--------------------|
| 1.     | Center Operating Cost of Type I<br><i>(Per month)</i>                      | Rs. 3.24 lacs      |
| 2.     | Center Operating Cost of Type II<br><i>(Per month)</i>                     | Rs. 1.92 lacs      |
| 3.     | Center Operating Cost of Type III<br><i>(Per month)</i>                    | Rs. 0.66 lacs      |
| 4.     | Per Counter cost of O & M of Existing SUWIDHA<br>center <i>(Per month)</i> | Rs. 30,000         |

# Approximate expenditures

| Sl. No. | Item                                         | Appx. Amount     |
|---------|----------------------------------------------|------------------|
| 1.      | Payments to Service Operators<br>(Per month) | Rs. 17.38 Crores |
| 2.      | Electricity Charges (Per month)              | App. Rs. 15 lacs |
| 3.      | Diesel Charges (Per month)                   | App. Rs. 20 lacs |
| 4.      | Total Payable (Per month) by PSeGS           | Rs. 17.73 Crores |

## Approximate Income

|    |                                                                                                               |                  |
|----|---------------------------------------------------------------------------------------------------------------|------------------|
| 5. | Average Facilitation Charges receives(Per month)                                                              | Rs. 3.0 Crores   |
| 6. | Per month Payment difference<br>(Total Payable per month - Average Facilitation Charges collection per month) | Rs. 14.73 Crores |
| 7. | Total Expenditure per annum                                                                                   | Rs. 213 Crores   |
| 8. | Total collection of facilitation charges per annum (as per current list of services)                          | Rs. 36 Crores    |

Thank You